

## **APPENDIX III – Operating Guidelines**

### **Schedule No. 1**

### **Public Control & Emergency Procedures**

The Park Operator, staff and contractors are responsible for being familiar with **ALL** requirements of Schedule No. 1, 2, 3 and 4 and following the standards and processes outlined herein.

#### **A. General Requirements**

##### **1. Public Safety and Security**

- a) Regulate the movement and activities of Park users within the Park.
- b) Ensure all facilities and public spaces are safe for public use.
- c) Maintain all first aid kits and other safety equipment provided by the Regional District and located at Gate House and the waterfront.
- d) Participate in RDN promoted water and other safety training, and carry out safety protocols as directed.
- e) Advise the Regional District of structural and equipment failures and hazards.
- f) Remove hazards of immediate threat to the public or contract staff at the Park.

##### **2. Security**

- a) Maintain full time onsite security on Regional Park property during the high season and daily security during the low season and monitor for hazards all year round.
- b) Uphold approved Park policies, rules and by-laws.
- c) Monitor and control public use of the Park to prevent damage to the natural environment; and to reduce conflicts between park visitors and adjacent landowners.
- d) Regulate the use, movement and parking of vehicles within the Park.
- e) Alert authorities with respect to all unlawful disturbances on land and water, and in the case of fire or emergency.
- f) Maintain a detailed record of all incidents. Submit records monthly.
- g) Contact the Regional District within 24 hours of an incidence requiring police, fire or ambulance assistance at the Park.

##### **3. Staff Standards**

- a) Ensure all park user enquiries concerning park information, complaints, features, park regulations, fees, local attractions, events, other parks and services in the area are answered courteously. Specific questions that cannot be answered should be directed to the appropriate information source.
- b) Ensure that park users receive reasonable assistance and friendly, helpful service.

- c) The Park Operator, staff and contractors must possess a general knowledge of the Park including its natural, cultural and recreation values and its facilities.
- d) The Park Operator, staff, and contractors must possess the necessary skills and knowledge to respond to emergency situations arising in the Park.
- e) The Park Operator, staff, and contractors, while on duty must wear an approved uniform that must be maintained in a clean and tidy condition (free of offensive odours and stains) and is appropriate for carrying out the obligations under the contract. The RDN will provide the standards for uniforms.
- f) The Park Operator **shall** comply with the Criminal Records Review Act and obtain a criminal record check on all its employees.

## **B. Public Control**

The Park Operator, staff and contractors must control the park area to ensure the safety and security of Park Users and their property. The following actions must be taken when controlling the public:

### **1. Use Good Public Relations**

- a) Always be in uniform, neat and tidy.
- b) Always identify yourself initially as Park Staff and establish your authority.
- c) Be pleasant, but firm; show authority.
- d) Always use the public relations approach (*see Attachment 3*).

### **2. Assess the Risk of Dealing With a Person or Group**

- a) Observe and analyze each potential conflict situation before acting.
- b) Assess personal risk (*see Attachment 4*).
- c) Prepare your approach before acting.

### **3. Be aware of what defines an offence at the Park**

- a) Generally, it is an offence when a Park User:
  - i.) creates or causes a deliberate unnecessary disturbance
  - ii.) does not obey a posted sign or posted Park Rules
  - iii.) parks in a way that interferes with use of roads or hurts vegetation
  - iv.) drives on an unauthorized road
  - v.) speeds
  - vi.) has liquor out and is not in a campsite
  - vii.) has liquor anywhere and is less than 19 years of age.

### **4. Begin warning people**

- a) Identify yourself and assert your position of authority.
- b) Identify the offence being committed.
- c) Give them one chance to correct their behaviour. Only if very minor disturbance should more than one warning be given.

### **5. Order a Park User to leave Park (eviction)**

- a) *See Attachment 2.*

**6. Authority behind enforcement at Park**

- a) The Park Operator has considerable authority at common law to approach, direct, and order Park Users to comply or conform to rules, signs and safety. Failure of Park Users to do as requested can result in eviction orders. Failure to leave as requested places Park Users in trespass.
- b) Always call the RCMP if the Park User is not doing as requested. **DO NOT USE FORCE.**
- c) The Park Operator has the authority to arrest any Park User found committing theft, damaging property, impaired driving, assault and other serious (indictable) offences. Advise the Park User of the reason for the arrest, and request that they await the arrival of the RCMP. Reasonable force may used to detain a Park User until the RCMP arrives. Nevertheless, it is *not recommended that force be used*.

**7. Laying Charges**

- a) The Park Operator can ask the RCMP to charge a Park User when an offence is seriously affecting the enjoyment of the Park by other Users.
- b) The Park Operator must be able to identify the accused and provide necessary information (*see Attachment 5*).

**8. Reporting**

- a) The Park Operator must file an incident report and submit it to the RDN on a monthly basis.

**9. Routine Checks**

- a) The Park Operator must check and secure the Park at night.
- b) Only registered campers should remain in the Park after 11 pm. This policy must be strictly enforced to ensure consistency.

**10. Controlling Access within Park**

- a) Keep roads clear and ensure parking is in authorized areas only. Authorized areas are marked.
- b) Vehicles can only be towed if in an area marked as a tow-away zone.
- c) Complete an incident report.

**11. Noise Control**

- a) Noise control will be maintained by the Park Operator as required to:
  - i.) establish quiet hours in the Park between 11:00 p.m. and 7:00 a.m.; and
  - ii.) ensure that no equipment is operated in the Operating Area between 11:00 p.m. and 7:00 a.m. that may annoy or disturb park users, except as required to respond to emergencies.

## C. Public Control Guidelines

To maintain a high degree of peace and order within the park, the Park Operator, staff and contractors must take the action indicated below:

### 1. Rules and Bylaws

- a) Inform Park Users of park rules as necessary and request their compliance.

### 2. Violations

- a) Advise Park Users who are contravening park rules that they are in violation and may be subject to enforcement action or eviction if they do not stop their activity.
- b) Order the eviction of Park Users who do not comply with warnings.

### 3. Complaints and Disturbances

- a) Record and report to the RDN complaints by Park Users about disturbances or other undesirable illegal activities in the Park on a monthly basis.

### 4. Infractions of Law

- a) Record and report to the RDN and the RCMP serious breaches of the peace or infractions of the law within 24 hours of their occurrence.

### 5. RDN Property

- a) Check the facilities and all equipment in the park for theft, damage or vandalism and report any occurrences immediately to the RDN.

### 6. Park User Property

- a) Record and report all incidents of theft, damage or vandalism of Park Users property to the RDN.

### 7. Reporting Incidents

- a) Always use Incident Reports to record incidents.
- b) Compile daily statistics on a Public Safety/park Security Report for the Park and submit to the RDN monthly.
- c) Complete a Complaint/Occurrence Report for more serious incidents and submit to the RDN as soon as they occur.

### 8. Notebooks

- a) Notes should be made in a notebook as soon as possible after an incident occurs. Details that should be recorded include:
  - i.) time, dates, place and weather conditions
  - ii.) full names, addresses and dates of birth
  - iii.) description of the park users involved

- iv.) what you personally saw and did
- v.) what you heard (conversations of others)
- b) Accurate records enable the RDN to deal with any criminal or civil proceedings that may arise at a later date.
- c) Notebooks used by the Park Operator should be retained and kept in a safe place.

## D. Public Safety Guidelines

An Evacuation Plan shall be prepared by the RDN. Once completed, it is the responsibility of the Park Operator, staff and contractors to be familiar with the Plan.

If any of the following situations take place in the park, the Park Operator, staff and contractors must take the following actions:

- 1. Any area in the park or any building becomes unsafe for Park Users.**
  - a) Close off the place/building and redirect the public away, including with temporary sign.
  - b) Notify RDN.
  - c) Fill out an Incidence Report (*see Attachment 1*).
  
- 2. Any area in the park or any building becomes hazardous.**
  - a) For fire: call 911 immediately and RDN. Organize local resources. Use wet towels for grass fires. Do not endanger yourselves or public by trying to put out fire.
  - b) For animals: call conservation officer/911 and RDN.
  - c) For water problems: remove hand pumps. Call RDN.
  - d) In all cases, move people out of hazard's way. As required, organize an evacuation.
  - e) Fill out an Incidence Report (*see Attachment 1*).
  
- 3. A Park User is acting in an unsafe manner.**
  - a) Tell them to stop. Provide only one warning. If they don't stop, move to eviction procedures (*see Attachment 2*).
  - b) Fill out an Incidence Report (*see Attachment 1*).
  
- 4. A Park User needs minor first aid.**
  - a) Provide basic first aid.
  - b) Encourage Park Users to see their doctors if any doubt.
  - c) Fill out an Incidence Report (*see Attachment 1*).
  
- 5. A Park User is missing.**
  - a) Collect basic information about missing person: age, sex, features, condition, clothing wearing, other members of party, who saw them last, where, when.
  - b) Call 911 immediately. Follow orders of RCMP.
  - c) Call RDN.
  - d) Organize groups to look in different areas, including water.

- e) Fill out an Incidence Report (see Attachment 1).

**6. A Park User is ill or injured.**

- a) Stabilize person as best as possible.
- b) Call 911 immediately, and help direct ambulance to person.
- c) Contact RDN.
- d) Fill out an Incidence Report (*see Attachment 1*).

**7. A Park User dies.**

- a) Do not move body, but cordon off private space. Remains at the scene.
- b) Call 911 immediately, and help direct RCMP/ambulance to person.
- c) Contact RDN.
- d) Fill out an Incidence Report (*see Attachment 1*).

## E. Emergency Procedures

The Park Operator and staff must be thoroughly familiar with emergency procedures.

**1. Emergency Information**

- a) The Park Operator, staff and contractors **must** know emergency telephone numbers and that information must be accessible to park users at all times.
- b) Current emergency contacts and telephone numbers **must** be posted for both staff and Park Users at the gatehouse and information kiosks.
- c) The Park Operator **shall** establish and maintain a system of communication to provide regular and emergency telephone contact.
- d) The location of the nearest payphone **must** also be posted.
- e) The emergency information list must include:
  - i.) Park Operator
  - ii.) RCMP
  - iii.) RDN
  - iv.) Ambulance Service
  - v.) Fire Department
  - vi.) Hospital
  - vii.) Forest Service 1 800 663-5555

**2. Fire Suppression**

- a) The Park Operator must ensure that staff and contractors have current S100 fire training and are familiar with fire suppression procedures and fire fighting equipment.
- b) In the event of a fire, the Park Operator must:
  - i.) Undertake initial action to control any fire that threatens public safety and the Park and immediately notify the RDN
  - ii.) Evacuate Park Users to a safe area upon the first sign of danger, and
  - iii.) Notify the RDN and the Gabriola Island Fire Department and give complete directions and location of any fire that cannot be extinguished with initial action.

**3. Storms and Floods**

- a) In the event of a heavy storm where falling trees or large waves pose a danger to the safety of Park Users, the Park Operator must caution Park Users immediately and consult the RDN or RCMP.
- b) If deemed necessary by the RDN or RCMP the Park Operator must advise the Park Users to evacuate the Park and ensure that all Park Users leave the Park.

**4. Evacuation Procedures**

- a) If the Park must be evacuated, the Park Operator must, in accordance with the Evacuation Plan (to be prepared) provided by the RDN, advise park users of the potential danger, request that park users leave the park, and close the park until the danger is passed.

## Attachment 1 - Incidence Report

1. Where \_\_\_\_\_
2. Date and time \_\_\_\_\_
3. Who was in authority at scene \_\_\_\_\_
4. Type of incident (tick and describe)
  - a) Injury \_\_\_\_\_
  - b) Death \_\_\_\_\_
  - c) Theft \_\_\_\_\_
  - d) Eviction (note if registered camper, boater, day use) \_\_\_\_\_
  - e) Loss \_\_\_\_\_
  - f) Damage (to park, park user's property, park staff's property) \_\_\_\_\_
  - g) Wild animal \_\_\_\_\_
  - h) Hazard \_\_\_\_\_
  - i) Found or unclaimed liquor \_\_\_\_\_
  - j) Missing person \_\_\_\_\_
  - k) Lost or found property \_\_\_\_\_
  - l) Other \_\_\_\_\_
5. Activity involved
  - a) Camping \_\_\_\_\_
  - b) Boating \_\_\_\_\_
  - c) Water (non-boating) \_\_\_\_\_
  - d) Day-use \_\_\_\_\_
  - e) Other \_\_\_\_\_
6. Victim
  - a) Full name \_\_\_\_\_
  - b) Date of birth \_\_\_\_\_
  - c) Address \_\_\_\_\_
  - d) Phone \_\_\_\_\_
7. Witness(es)
  - a) Full name \_\_\_\_\_
  - b) Date of birth \_\_\_\_\_
  - c) Address \_\_\_\_\_
  - d) Phone \_\_\_\_\_
8. Advised (identify when call was made and who you spoke with)
  - a) RCMP \_\_\_\_\_
  - b) RDN \_\_\_\_\_
  - c) Conservation Officer \_\_\_\_\_



**9. Assistance provided**

- a) First Aid \_\_\_\_\_
- b) Search \_\_\_\_\_
- c) Rescue \_\_\_\_\_
- d) Ambulance \_\_\_\_\_

**10. Charge laid (describe offence)** \_\_\_\_\_

\_\_\_\_\_

**11. Describe Incident** \_\_\_\_\_

\_\_\_\_\_

**12. Dollar loss**

- a) Park \_\_\_\_\_
- b) Victim \_\_\_\_\_
- c) Park Operator \_\_\_\_\_

## **Attachment 2 - Evicting A Park User**

### **CONDUCT JUSTIFYING AN EVICTION ORDER**

#### **Disturbances**

All forms of noise can result in ordering a Park User to leave. Disturbances caused by fighting, screaming, shouting, singing, swearing, insulting or obscene language, being drunk, and impeding or molesting other persons do not require a warning before eviction is ordered.

Give **one warning** for loud music, noisy generators, and other relatively minor infractions. Continuation after a warning is issued constitutes a deliberate and unnecessary disturbance.

#### **Unauthorized Presence**

A non-registered Park User in the Park after 11 pm, or in areas closed by signs (for example, park house) is automatically trespass.

#### **Refusal to Stop after Warning Issued**

Deliberate non-compliance with a warning is unacceptable conduct.

#### **Unsafe Activity**

Using a sling shot, discharging a firearm, speeding a vehicle, etc. may require direct eviction without a warning. Less serious examples of unsafe activity should be first addressed with a warning (give the person a chance to correct their behaviour).

#### **Eviction Procedures**

Advise Park User that due to conduct (identified above), they are being evicted. Evict the entire party as required.

Advise the Park User(s) that they are barred from returning.

Failure to obey the eviction order places the Park User in trespass under Section 41 of the *Criminal Code of Canada*. Repeat the eviction order.

Call the RCMP to assist as required.

Complete incident report and inform RDN of incident.

**DO NOT USE FORCE.**

## **Attachment 3 - Public Relations Approach**

### **THINK AHEAD**

Be calm, cool and collected.  
Decide your approach depending on the situation.

Use effective body language

Present yourself as a friendly and concerned authority figure.  
Do not let circumstances ruffle the way you present yourself.  
Use the power of a smile to diffuse situations.

Speak effectively

Listen to all sides of a dispute.  
Control voice tone, volume and inflection to show concern without emotion.  
Do not swear or use obscene or insulting language  
Give cautions, warnings and orders without abuse or contempt.

## **Attachment 4 - Assessing Personal Risk**

Examine the situation well before approaching people.

Look at body language.

Rate the Park User's behaviour and approach as appropriate.

### **Condition White**

Park User is relaxed or resting.

APPROACH

### **Condition Yellow**

Park User is alert and active.

APPROACH

### **Condition Orange**

Park User is showing some stress, is agitated, excited – usual when an offence is being committed.

APPROACH WITH CAUTION

### **Condition Red**

Park User is showing high degree of stress, is swearing or using obscene or insulting language, could be confrontational or violent.

DO NOT APPROACH, seek assistance.

### **Condition Black**

Park User is exhibiting panic, loss of control, fear, hate, dangerous behaviour, violence.

DO NOT APPROACH, seek assistance.

## Attachment 5 - Information Required to Lay a Charge

### 1. Accused

- a) Full Name \_\_\_\_\_
- b) Address \_\_\_\_\_
- c) Birth date \_\_\_\_\_
- d) Date of offence \_\_\_\_\_
- e) Time and place \_\_\_\_\_

### 2. What specific offence was observed

For example, "Saw Park User cause disturbance by swearing." Note that consuming liquor means you saw liquor being drunk.

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### 3. Proof of Identification (record details)

- a) Birth certificate \_\_\_\_\_
- b) Driver's License \_\_\_\_\_
- c) M.V. Registration \_\_\_\_\_
- d) Credit card \_\_\_\_\_